

Mercury Subpoena and Law Enforcement Requests

Last Modified: April 7, 2025

Introduction

At Mercury, we are committed to protecting the privacy and security of our customers' data as outlined in our [Privacy Policy](#). This page provides guidelines for law enforcement agencies and other government entities seeking information from Mercury through legal processes such as subpoenas, search warrants, court orders, or other valid legal orders.

Legal Obligation and Compliance

Per our Privacy Policy, Mercury will only share a customer's Personal Data with law enforcement as required by law or subpoena unless explicitly authorized by our customer in writing.

We carefully review each request to ensure it complies with applicable laws and regulations. Mercury reserves the right to challenge or refuse requests that do not meet the necessary legal standards.

Scope of Requests

To assist us in locating and providing the requested information efficiently, we require that all legal requests be specific and clearly identify the relevant customer accounts, transactions, or data. Overly broad or vague requests will not be processed.

Please provide as much detail as possible to help us accurately locate and retrieve the requested information.

Submission of Requests

You can electronically send the file via email to lers@mercury.com. Please note that receipt of legal process by email is for convenience and does not waive any objections. If you are required to list an address, you may use 333 Bush Street, Suite 1900, San Francisco, CA 94104. Submissions received by mail may result in delays and additional processing time.

Legal requests must be served through the appropriate channels to ensure timely and efficient processing.

Response Time and Procedures

Mercury aims to acknowledge receipt of legal requests promptly. However, depending on the complexity and scope of the request, it may take us 30 days or more to respond substantively.

If your request involves an urgent matter, please clearly indicate this in your submission, and we will prioritize processing accordingly.

Transparency and Communication

Where legally permitted, Mercury will notify affected customers about requests for their data. We may share or transfer Personal Data to third parties as required by law or subpoena or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Use or to protect the security or integrity of our Service; and/or (c) to exercise or protect the rights, property, or personal safety of Mercury, our visitors, or others.

Contact Information

For any questions or additional information regarding legal requests, please contact lers@mercury.com.